Cardknox Payments Processing for MyPOS

User's Guide

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Processing Sales

Single Payment

Ring in your items as usual. Press Subtotal then Card Payment. You will be prompted with a screen similar to this.

The PIN Pad will request a response to select either Credit or Debit card type.

Press the appropriate button.

While processing at the PIN Pad, the Till screen will provide progress of the transaction.

Perform the actions at the PIN Pad. When the transaction is complete, provided the transaction is approved, the POS will show a message similar to this with the approval code.

The receipt will include the credit card or debit authorization information and/or any error messages that occurred.

```
        Store Name Here
      Store Address Here

            CC Sale

Ref #:              000001
Batch #:            999
Date/Time:          mm/dd/yyyy
hh:mm:ss
Inv/Tkt #:          9999999999
Appr Code:          999999
CARDTYPE
XXXXXXXXXXXXXXXX
Chip

             Amount: $99.99

           Approved

Mode: XXXX

         CUSTOMER COPY
```

Multiple Payments

Ring in your items as usual. Press Subtotal and **<u>before you press Card Payment</u>**, type in the amount being applied to the first card payment. Once the tender has been processed, you will be prompted for the next payment type. Repeat the steps as necessary.

Important note: If any of the payments fail or are declined, and the customer has no alternate payment method, existing authorizations can be removed from the transaction.

In the example below, the customer has paid $1.00 on their Visa card. Next, assume that they attempt to put the remaining amount ($6.74) on their Mastercard, but the transaction is declined and the customer has no other alternate form of payment.

The user can click the X beside the "Payment - Visa" line to void the payment.

You will be prompted with the following "Card Entry - Void" screen and will need to use the same card to reverse the transaction.

Manual Entry

Ring in your items as usual. Press Subtotal and Card Payment. You will be prompted with the following screen.

Enter the card number on the Till screen, along with expiry date. The other information is optional.

Only credit cards may be entered manually. Debit cards must be swiped, inserted or tapped.

POS screen will wait for entry from the PIN Pad and the transaction will continue as normal.

Returns

Returns are processed exactly like sales. Scan, select the products to return, or use the Receipts button to select a transaction to refund from. Select the Card payment button to continue

The display will change to the credit processing,

Follow the prompts on the PIN Pad to complete the transaction. If Manual Entry is enabled, the credit card #, expiry and other required information may be entered in the credit window, then press Process Refund to complete the transaction.

Failed Receipts

Press your Cardknox button to reprint or purge failed receipts. Failed receipts are created when a card payment fails and the MyPOS Connect transaction is not completed due to a communication error or perhaps a declined credit card. Failed receipts print automatically at the time of the transaction, however, you can also reprint these receipts from this location as they will not appear in the MyPOS receipts.

Press the 'Failed Receipts' button to select a receipt to reprint. As failed receipts are not associated with a transaction number, you will need to locate a failed receipt based on the register number, time, payment method and amount.

These receipts will print the reason the transaction failed.

Force Post

Force post can be used in cases where all communication is down between the PIN Pad and the processor. In these cases, you would call your processor for authorization. First, click the Cardknox button in POS and then click the “Force Post” button.

User will be prompted to type in the “Force Post Amount” (this would be the transaction total) along with the valid authorization code.

The user will be prompted to swipe, insert or tap their card. The cashier may type the card manually.

Close Batch Report

There is no batch settlement required as Cardknox automatically processes and settles the batch each day.

From the Cardknox button, a report of the current batch transactions may be printed.

A report will be generated to the display that can be printed.

```
                Store Name

                 Till#: 1


         From: yyyy-mm-dd hh:mm AM
           To: yyyy-mm-dd hh:mm PM


              BATCH TOTALS
_____________________________________________

                  SALES

Visa                12          $123.45
Mastercard          11          $254.67
Amex                 3           $33.27
Discover             7           $92.34
_____________________________________________
  Total             33          $503.73
_____________________________________________

              ADJUSTMENTS

Visa                 0            $0.00
Mastercard           0            $0.00
Amex                 0            $0.00
Discover             0            $0.00
_____________________________________________
  Total              0            $0.00
_____________________________________________
_____________________________________________

                 TOTALS

Visa                12          $123.45
Mastercard          11          $254.67
Amex                 3           $33.27
Discover             7           $92.34
_____________________________________________
  Total             33          $503.73
_____________________________________________
```

Troubleshooting

Downloads for the PIN Pad are only initiated when the Till requests communication with the PIN PAD. If a download is required, the download will start prior to a card process.

If a transaction is requested from the Till but a download starts, the download will complete then the transaction will start automatically.

Please Note: The first transaction with the PIN Pad will initiate a download. This download will take a few minutes to complete. This initial download will be longer than the standard downloads in the future as the PIN Pad is being completely setup.

General Troubleshooting

In the event of PIN Pad problems, these are some general troubleshooting steps to resolve issues.

- Ensure that your internet is up you have contact with “the outside world”. Try going to websites in a browser window.
- Ensure that all cables to the PIN Pad and the black adapter box are connected.
- Verify that the IP Address, Gateway, and Subnet Mask on your PIN Pad match identically to what has been entered into MyPOS setup.
- Disconnect the power from the PIN Pad. Once power off is confirmed by looking at the PIN Pad display, wait 15 seconds and then repower and wait while terminal initializes.
- Reboot your computer